

RICHMOND ENHANCING ACCESS TO COMMUNITY HEALTHCARE



REACH and MORE Access

Denise C. Daly, MS HCAP Conference January 21, 2004

What's happening in Virginia?

- Large network of free clinics and Federally Qualified Health Centers
- Significant support from Governor and Secretary of Health and Human Resources
- 4+ Healthy Communities Access Program grants
- HRSA State Planning Grant
- National Governor's Association Demonstration Project

What's happening in Richmond?

- One (1) Federally-Qualified Health Center (FQHC)
- One (1) Health Care for the Homeless
- Four (4) "free clinics"
- Homeless respite
- Some charity care at area health systems
- VCU Health System

Mission Statement

REACH exists to:

- Promote collaboration among its members;
- Increase access to a comprehensive continuum of quality healthcare services;

thereby, strengthening the healthcare delivery system

REACH Goals

- Increase access to health care services
- Promote more appropriate use of health care system
- Enhance cultural competency of health services
- Increase the service delivery capacity of the safety net
- Strengthen the metro Richmond safety net
- Facilitate collaboration

Accomplishments

- Incorporated and received 501 (c)(3) status
- HIPAA education and technical assistance
- Effective public relations
- On-line directory (www.reachva.org)
- Broader community involvement
- Submitted 1,260 applications for various state and local health programs since September 2002

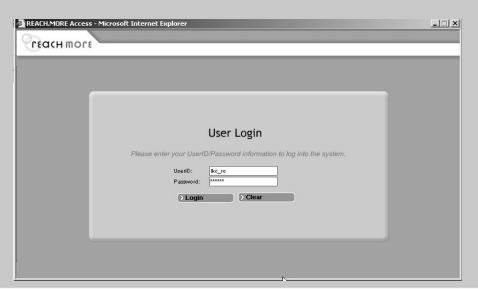
Current Initiatives

- Richmond Medication Assistance Program
- Behavioral Health Task Force
- Access to Perinatal Care
- Advocacy
- Sustainability
- MORE Access



Functionality

- Password protected tool
- Role-based access, which limits screens, data and functions within MORE Access



Functionality

- Financial and demographic is available to MORE
 Access users across the community, facilitating
 access to services
- Daily batch up-load from existing practice management systems at four (4) providers
- Prints pre-populated forms for Children's Heath Insurance and Medicaid for Pregnant Women

Technical Information

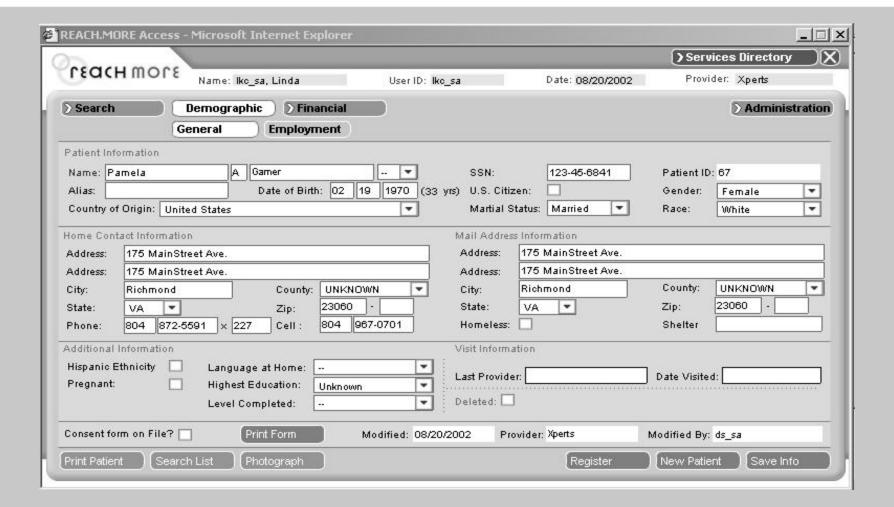
- Limited access ensured by connecting to Virtual Private Network (VPN), hosted by VCU Health System
- Web-based tool with N-tier client server architecture and single data store
- Users connect using Internet Explorer
- Data entry and user requests are made using a Macromedia Flash client
- Requests and responses are exchanged between the server and Oracle database using XML
- Application logic is written in JAVA (Sun J2EE Servlet standard)

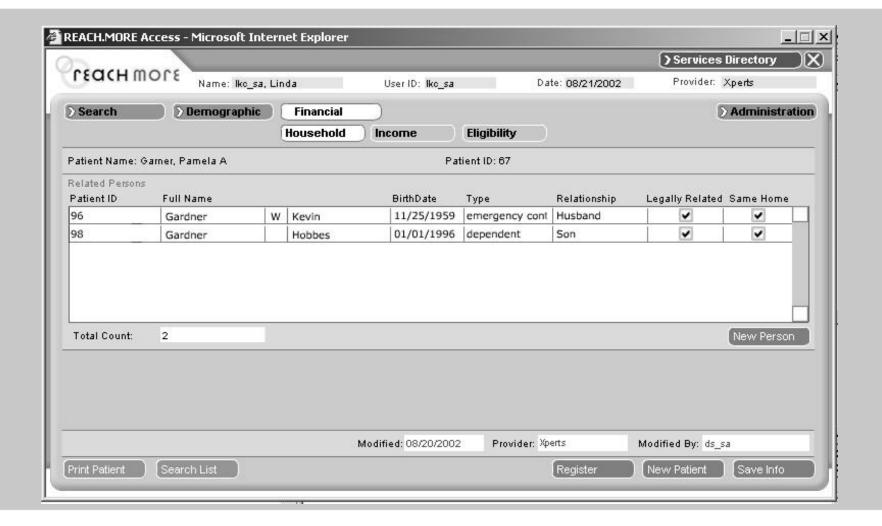
Modular and Standards-Based

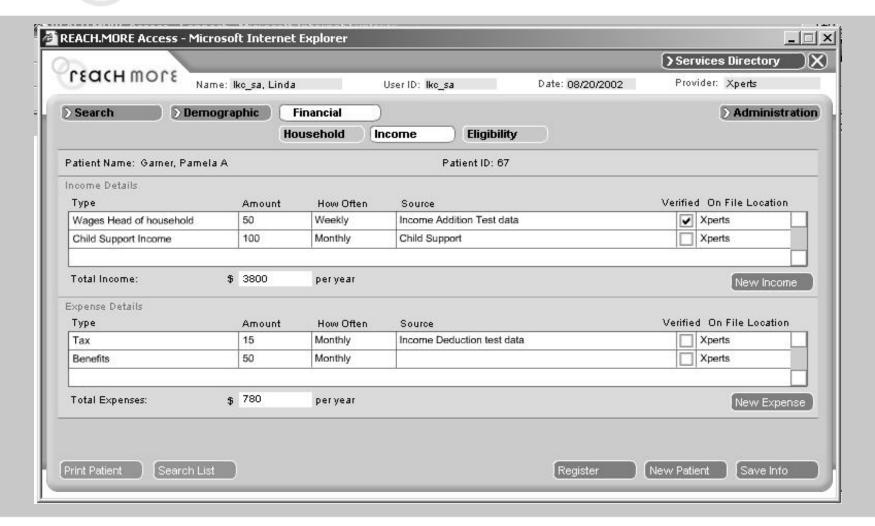
- HL-7
- Incorporated existing HIPAA regulations
- Built on an Oracle database
- Able to expand to N users

How It Works

- Search for patient in MORE Access
- •If patient is not found, enter into MORE Access



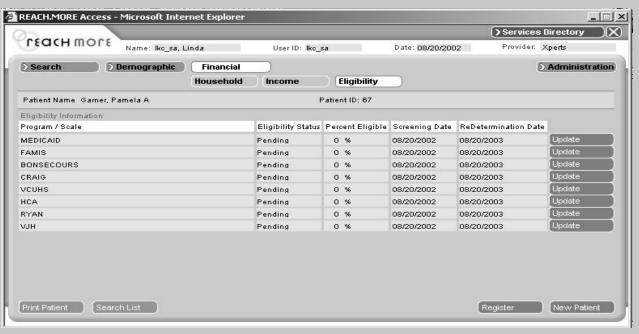






How It Works

 After entering demographic and financial information, tool estimates eligibility based on information provided



Pros of Developing MIS

- Custom solution
- Can make changes, as needed, to accommodate for changing business needs
- Facilitates partner buy-in
- Modular to allow addition of new functionality, rather than a patchwork of various proprietary applications

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Evaluation

- Pre- and post-surveys of patients and health center directors
- Counts of patients screened and enrolled in various programs

Cons of Developing an MIS

- Expensive
- Time consuming
- Sometimes difficult to get full-participation of safety net provider staff during planning phase, as providers have limited staff
- Scope creep
- HCAP project staff had little application development experience

Future MIS Components

- Care Coordination
- Pharmacy
- Decision support tool, including GIS
- Document imaging

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Lessons Learned

- •Find an IT vendor willing to develop a relationship with your consortium and understand your business needs
- •Well-define MIS needs before releasing RFP or approaching prospective vendor (or expect to pay for assistance from vendor)
- Support of third-party IT consultant may facilitate process
- Allow more time than you think it will take to complete the project
- PR with users after implementation is needed

Lessons Learned

- Importance of communication and building relationships
- Consider individual organizations' concerns and perspectives
- Negotiation skills, tact and diplomacy are paramount
- Value of in-kind support
- Flexibility in program planning
- Cultivate and nurture partnerships
- Stick with the plan
- Keep a "can do" attitude

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